



Workforce Issuance

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☐ Policy ☒ Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Beth Goguen, Director
MassHire Department of Career Services

Katie Dishnica, Director
Department of Unemployment Assistance

Date: August 5, 2025

Subject: **DUA Call Center Hours Adjusted to Improve Claims Processing**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators and other local workforce partners of an Executive Office of Labor and Workforce Development (EOLWD) [press release](#) announcing the Department of Unemployment Assistance (DUA) will be adjusting call center hours to improve claims processing.

Background: In response to the current backlog and to improve overall workflow and service delivery, DUA will implement a 3-month pilot program, starting on Friday, August 1. As part of this pilot, inbound contact center phone lines will be closed on Fridays. During this time, the DUA team will focus exclusively on processing claims, completing outbound calls, adjudication, and other administrative UI work. The goal is to redirect staff capacity toward resolving the backlog of

An equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

issues, which in turn is expected to reduce the volume of incoming calls over time. The pilot follows a model proven effective in Oregon focused on resolving adjudication.

Pilot Program

Through the pilot, DUA will prioritize making claims processing more efficient and strengthening operations.

- Phone access hours have been Monday through Friday, 8:30 a.m. to 4:30 p.m.
 - Beginning Friday, August 1, call center hours are changed to Monday through Thursday, 8:30 a.m. to 4:30 p.m.
- On Fridays, DUA will focus primarily on processing claims and working on other outstanding customer requests.
- At the end of the 3-month pilot, DUA will reassess call center hours.

How This Pilot Will Help

The pilot program will allow DUA to prioritize processing claims and other requests.

- DUA will deliver benefits to eligible customers faster.
- Eventual reduction in call volume since fewer claimants will call for an update on their claim.
- New claims and work will be handled promptly, preventing more delays.

Important Things to Know

- Starting August 1, inbound call center phone lines are closed on Fridays. This change does not affect a claimant's ability to file a claim or request weekly benefits online or over the phone.
- Claimants can still access information and self-service options, 24 hours a day, through the customer facing online portal that can be accessed via computer, phone, or tablet in both English and Spanish.
- DUA has assigned field staff to provide office hours at selected regional MassHire Career Centers on a rotating basis. In-person customer service is available through the [Boston Re-Employment Center](#) by appointment, Monday through Friday. Appointments can be made online.

This targeted initiative is intended to create additional capacity, allow DUA to make significant progress and deliver more timely service to constituents.

Action

Required: Please share with all appropriate managers, staff and partners.

Effective: Immediately